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Docket No.: LUN-0200  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Mingzhi Li et al.

Application No.: 10/025,790

Confirmation No.: 5866

Filed: December 26, 2001

Art Unit: 2454

For: METHOD AND SYSTEM FOR NETWORK  
BASED SELF-HELP SERVICE

Examiner: J. Joo

**STATUS INQUIRY**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

It is respectfully requested that the representative named below be advised of the status of the above-identified application. Please advise us of when we might expect to receive an Office Action from the Patent and Trademark Office.

Applicant believes no fee is due with this response. However, if a fee is due, please charge our Deposit Account No. 18-0013, under Order No. LUN-0200 from which the undersigned is authorized to draw.

Dated: November 10, 2008

Respectfully submitted,

By

Christopher M. Tobin

Registration No.: 40,290

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Attorney for Applicant